



DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES

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May 14, 2008

TO: Louie King, CEO
Sandy Hodgkiss, Board Chair

FROM: Lori Wertz, Quality Improvement Specialist

SUBJECT: Comprehensive Evaluation for FY 08

Enclosed is the Quality Assurance Evaluation for FY 08. It encompasses the contracted services of residential habilitation (group homes and supported living), day habilitation and community supports (one enrolled consumer who purchases day habilitation services). As in the last review, the table shows the areas of review with any pertinent findings noted in the comment sections, followed-up with quality assurance observation sheets and appropriate appendices. As a result of this review, *there are five follow-up issues which require your attention with responses due for four of them by June 2, 2008. The fifth one is a statewide concern involving data collection under the rates system. The target date for that observation sheet is set to coincide with the statewide training effort that is intended to give us all some guidance in this all important area of concern.*

Your agency has once again proven its commitment to the Choteau family of consumers and staff. That your Board is involved with the management, staff and consumers at a personal level only seems to strengthen the bonds of that family network. Policies for background checks, hiring/retention, staff longevity and excessive travel show that you have not only a consistent standard and expectation for staff, but that you highly value direct care staff as members of your team. Additionally, your willingness to creatively provide the supports that a person needs and wants, not just the services that that will get them by, is clearly evidenced in the fact the GS, DE, MW and MH are living and working in your community. The heartfelt outreach of the community during GS's illness, the fact that the agency was determined to hold his vacancy and secure additional funding for him in order to facilitate his return, was no easy feat and not necessarily the choice other agencies might have made.

Based on my interactions with your agency this past year, as well as the results of this evaluation, it is my opinion that Choteau Activities provides a level of excellence in services that is built out of genuine care and concern for the folks living in your community. Your staff's dedication and willingness to meet the challenges that face them is apparent in the services provided and they should be proud of the standard they have set.

Our office will be re-assigning staff effective June 15, 2008. Your new Quality Improvement Specialist will be Joe Davidson whom I am certain will be a great addition to your service family. It has been my distinct pleasure to serve your agency and you have my heartfelt appreciation for your honesty, integrity and commitment to the people we serve.

Agency: Choteau Activities
Evaluators: Wertz 4/28/2008

DESK REVIEW: **	Appendix or QAOS
Accreditation: Accreditation is no longer required by the state contract.	
Significant Events from the Agency: <p>Rennai water heaters were installed in both group homes this year (Mtn View was awaiting theirs the same week as this onsite review), the Main GH was opened, its basement remodeled and its license was expanded this year to accommodate an SL consumer whose medical needs significantly changed. The agency and its BOD are to be commended for holding a vacancy for this young man as there was a lengthy period of time in which we weren't sure he would be able to return to Choteau. A safety fence was installed at the day program and at Mtn View to help keep DE safe.</p> <p>There was a consumer wedding this year (congratulations to the newlyweds!). Two consumers joined the agency (one from MDC and one with enhanced funding from DDP as a crisis placement). Total consumers served is 24 (includes community supports) with notation that this number exceeds the agency's target in their planning process. There has been no consumer turnover through exit or attrition this year, so no vacancies were screened. It needs to be noted that this was due in great part to the agency's willingness to accommodate consumer needs (MH had monies moved from day where he experienced behaviors that threatened his placement, to residential where his needs could be met, GS has had significant medical issues that would have garnered exit in most agencies, but CAI chose to keep his vacancy and work with medical folks to ensure his needs could be met). There is one unfunded bed available to the supported living facility that may be filled at the agency's discretion.</p>	QAOS 0408-01
Agency Internal Communications Systems: <p>Agency communication remains a strength both internally and with regard to other stakeholders. This was a strength as reported on the staff surveys as well--that the agency promotes team work and input from staff, that staff believe their ideas and opinions are appreciated. The agency has a strong bond with the Board of Directors, with Board members having ongoing and regular contact with the staff, consumers and various sites.</p>	QAOS0408-2
Policies and Administrative (DDP) Directives <p>Review of policies has shown the agency's policies to be in compliance with State contract and ARM. Two new policies this year were geared toward maintaining and rewarding staff. The longevity policy rewards continuous satisfactory performance of employees by offering \$50, \$100, \$150 and \$200 bonuses beginning at 5 years and at each additional 5 year increment. An excessive travel policy gives a stipend to employees who travel more than 20 miles to work (\$50/mo for 20-30 miles, \$75/mo for 30-50 miles, and \$100/mo for employees living more than 50 miles from Choteau).</p> <p>Medicaid transportation: although long medical trips are being prior authorized and billed to Medicaid, it does not appear that the agency is directly billing Medicaid for monthly medical mileage of 20 miles or more per the policy attached in App. B</p> <p>The agency has 100% compliance and completion of the required components in the College of Direct Supports--a newly implemented state policy this year.</p>	<p>App A</p> <p>QAOS 0408-03 App A</p>

Agency: Choteau

Evaluators: Wertz

4/28/2008

DESK REVIEW: **

Appendix
or QAOS

Fiscal (audits, cost plans, invoices):

Auditors were on site at the same time of this evaluation. That full report will follow. Initial correspondence from the audit team however indicates no significant findings that would require follow-up to this report although there were ten recommendations for the agency that audit bureau felt would be of benefit to the agency. The draft is with the CEO for review and consultation with the agency accountant. Recommendations dealt with the allocation of expenses out to all departments to get a more accurate cost analysis of all programs. It was also noted that the auditors completed an analysis of the first six months of FY 2008 due to the many changes going on at CAI. This analysis was not part of the final report, but did show the following: Day Services has lost (\$0.24) per unit of service given (versus a positive \$4.64 in FY 2007), the Group Homes have made \$10.79 per unit of service given (versus a negative (\$13.76) in FY 2007) and the Supported Living has made \$1.45 per unit of service given (versus a positive \$13.83 in FY 2007).

In the meantime, a review of staff hours against billed ICP units at the DDP regional office found the following consumer cost plans total:

Mtn View: 520.92 hrs/wk per ICP, staff schedules show 531.25 hrs/wk, exceeds target of ICP

WAC: 309.71 hrs/wk per ICPS, staff hours average 312.75, slightly higher than what is paid by ICP

Main Ave: 190 hrs/wk, staff ave schedule is 201.81 hrs/wk, exceeds target of ICP

TLC: 113.77 (xc GS) per week, weekly staff schedules show 127.83 hrs/wk and exceed this average hrs by ICP

The sample was reviewed for April 08 but indicates well staffed sites with consumer needs being adequately met based upon their individual cost plans. My numbers may vary slightly from those of the agency due to client movement and averaging factors. Employee full time equivalents further verify that there are adequate staff hired to account for the hours being billed to the State. Please also note that the agency routinely turns in staffing schedules and a payment analysis with each billing cycle so that each month is transparent in terms of which staff worked any given site and for how many hours. The April sample is considered typical of the invoices and hours documented throughout this fiscal year.

QAOS 0408-4
APP B

Licensing:

Main GH: Fire Marshall reviewed the site modifications on 4/23/08--asked that some paint in the locked cabinet be removed to the garage (verified as complete at on site visit), a second smoke detector was requested to be added to the men's basement room as well as an extra smoke detector in the common area of the basement (verified on site). Sanitation report for Main Street: water temp slightly up (was under 120 during site visit), floor was replaced at Main kitchen was replaced prior to folks moving in, laundry area needed a utility sink which was installed before the folks moved in, comment was made that few areas of bare wood needed finishing (window at kitch, and above microwave--verified as complete during site visit). 2/12/08--letter from licensing to increase license from 4 to 6 persons at Main GH. Mt View: Sanitation, commented new flooring to be installed (wood laminate--was verified on site visit) was about to be installed, needed paper towels or single use towels in laundry area (verified on site), needed to fix closures on linen closet north bathroom (verified on site). No Fire Marshall issues were noted for the day program, TLC or Mtn View GH.

App C

Agency: Choteau
Evaluators: Wertz 4/28/2008

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Comprehensive Evaluation
05/14/08

Agency: Choteau 4/28/2008
Evaluators: Wertz

Staff Related: **										Appendix or QAOS
Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present)										
staff initials	BLV	SM	SB	AA	CL					
yes/no	yes	yes	yes	yes	yes					
Note where evidence found: personnel files, staff training records, DDOT records										
Evidence Found DDCPT or equivalent:										
staff initials	BLV	SM	SB	AA	CL					
yes/no	yes	yes	yes	yes	yes					
Note where evidence found: intensive designation does not apply under rates system but training is noted for DDOT and internal consumer specifics										
Evidence of Criminal Background Checks:										
staff initials	BLV	SM	SB	AA	CL					
yes/no	yes	yes	yes	yes	yes					
Note where evidence found: personnel files, staff training records, agency employment application										
Evidence of Staff Survey:										
staff initials										
yes/no	see below									
Note where evidence found: personnel files, staff training records, staff surveys and staff interviews										
Comments: (regarding staff hiring, screening, training, supervision) Staff surveys were done anonymously this year and were generally very positive. Two questions stood out for further review: whether staff believed they were all treated fairly, and that staff believed they were not paid enough. It is noted that the wages offered at CAI are considered commensurate or even high for this community. The agency is revamping the next staff survey to allow staff an opportunity to explain of why they feel this way in order that they may more thoroughly address any concerns staff might have.										

Comprehensive Evaluation
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Agency: Choteau 4/28/2008
Evaluators: Wertz

Staff Related: **										Appendix or QAOS
Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)										
staff initials	SB	SM	AA	BLV	CL					
1st aid/CPR	2/19/2009	2010	Aug-10	12/13/2009	2/00/2010					
CPR	00/2010	2010	Jul-10	12/13/2008	12/12/2009					
Abuse Prevention	xx	x	x	x	x					
Client Rights	x	x	x	x	x					
Incident Reporting	x	x	x	x	x					
Confidentiality	x	x	x	x	x					
IP/PSP Process	x	x	x	x	x					
Medication Cert	x	x	x	x	x					
Note where evidence found: personnel files, staff training records, individual client files and data, incident reports x=evidenced in files, dates indicate expiration of that training topic										
Comments: MANDT was expired for several staff--dates of expiration were recent (3/29 to 4/19)										QAOS0804-06

Comprehensive Evaluation
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Choteau Activities
Wertz

4/28/2008

consumer: **	Hours per ICP: 246/66								
Actions per PSP		Evidence support provided consistently?							
walk slowly and carefully		observed onsite, and during visits this PSP cycle, also by IR							
use an apron when eating		observed onsite and in protocol							
bowling one time per week from March until the end of 'games'		data by check chart							
eat out one time per month		data by check chart							
quarterly shopping in Great Falls		data by check chart and house notes/data sheet notes							
shred paper weekly		data by check chart							
work at thrift store 2x week		data by check chart							
swimming 2x weekly		data by check chart							
2x weekly, walk to post office		data by check chart (and sometimes incident report!)							

Protocols:		Evidence staff clearly understood were able to implement protocol?							
PRN protocol		yes, based on staff interview							
interaction protocol		observed during sites visits this PSP cycle							
eating protocol		observed on site							
seizure protocol		yes, based on staff interview							

Comprehensive Evaluation
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Choteau Activities
Wertz

4/28/2008

consumer:	**	Hours per ICP:				
Actions per PSP			Evidence support provided consistently?			
speech exercises daily			data by check list			
exercise 3x week at wac			data by check list			
exercise 3x week at gh			data by check list			
help get mail 3x week			data by check list			
walk at gh 15 min 3x week			data by check list			
purchase weight set and punching bag--2/28/08			did not review this item			
offered chores 3x week			data by check list			
clean room weekly			data by check list			
assist with cooking weekly			data by check list			
staff will help me get clean clothing prior to shower			data by check list			
put dirty clothes in hamper			data by check list			
monitor health, schedule, transport to appts as necessary			data by medical report, transportation logs			
spend time with Joe Bear one x month			did not review data related to this item			
interact with my friends 3x week			noted by observation			
complete two chores per week at wac			data by checklist			
try shredding one time per week at wac			data by checklist			
buy a dvd player when I have saved enough			is still saving money			
spend time with Joe Bear at WAC			data by checklist			
call family monthly			data by checklist			
eat out once per month			data by checklist			
email family monthly			data by checklist			
mail family monthly			data by checklist			
Protocols:			Evidence staff clearly understood were able to implement protocol?			
speech protocol			observed in client interactions			
prn protocols			was not reviewed			
weight protocol			noted by weight charts, meal prep			

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Choteau Activities

Wertz

4/28/2008

consumer:	**	Hours per ICP:	137/49						
Actions per PSP				Evidence support provided consistently?					
research art classes by July 07				data on IPP sheet with receipts and notes attached					
trip to Michaels for supplies by July 16 07				data on IPP sheet with receipts and notes attached					
visit the community art studio by Aug 1 07				data on IPP sheet with receipts and notes attached					
visit CM Russell art studio Aug 1				data on IPP sheet with receipts and notes attached					
explore face painting by Sept 1				data on IPP sheet with receipts and notes attached					
be prompted to use my art supplies 2x week				noted in quarterly reports					
Janet will update geo programs on computer at wac				items purchased, receipts avail					
visit Lewis and Clark Center with friends				data on IPP sheet with notes attached					
visit local museums				data on IPP sheet with notes attached					
will be encouraged to research topics of interest.....				no data on most recent quarterly					
subscribe to American Heritage magazine				notation that magazine was DC'd, other options offered but not accep					
purchase a trivia game				9/1/2007					
check costs to Mt Rushmore				itinerary to PSP team					
make a travel plan				itinerary to PSP team					
save money for trip				itinerary to PSP team					
take the trip				itinerary to PSP team--Trip scheduled for spring 2008					
visit churches, set meetings with leader, choose church to attend				documented as refused					
attend church				refused					
increase work prod 20%				generally no progress					
prompt me to work to make money				quarterly report/data					
work daily				attendance logs					
check into dishwashing opp in Choteau by 9/1				reported as 'none available'					
graph pay day monies				2x/mo per data/quarterlies					
dinner at main gh one time per week				did not review this information 9/17/07 was the move date					
pick paint and décor of my room				observed in new home 8/17/07 colors chosen					
choose a date to move				observed in new home 9/17/2007					
move to main gh				observed in new home 9/17/2007					
physical activity of y choice 2x week wac				quarterlies and onsite data					
physical activity of y choice 2x week gh				quarterlies and onsite data					
brush teeth after meals and snacks				quarterlies and onsite data					
medical appts and transportation as necessary				medical appts records and transportation logs were available					
monitoring and picking up meds				meds were available					
encouraged to consume fruits/veggies, esp leafy greens				quarterlies and onsite data					

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[illegible]

05/14/08

Choteau Activities
Wertz

4/28/2008

consumer:	**	Hours per ICP:	CSP	This CSP plan buys day services			
Actions per PSP				Evidence support provided consistently?			
walks in the summer months				continued this cycle, data at WAC			
shoot baskets in nice weather, 2x/wk, 15 mintues each time				checklist for participation			
weekly exercise				checklist for participation			
speech therapy appt made				completed per quarterly			
transportation to my speech appt				completed per quarterly			
follow of recommendations by speech therapist				completed per quarterly			
eat out with friends weekly				checklist for participation			
dinner at Main Gh, first Thursday each month				as documented			
Twister, once a month				completed per psp and dcd			
puzzles, games, etc...one time per week				checklist for participation, noted in psp			
shred paper as available				checklist for participation, noted in psp			
weekly chore at wac				checklist for participation, noted in psp			
work at FCTS monthly with one of my parents				checklist for participation, noted in psp			

[illegible]

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Agency: Choteau
Evaluators: Wertz 4/28/2008

IP Checklist: check if evidenced		GH	GH	SL	CSP					Appendix or QAOS
Consumer Initials		AC	PS	KG	TS--CSP					
Onsite	Consumer/Family Survey	x	x	x	x					
	PSP/IP Doc Avail to all Staff	x	x	x	x					
	IPP/Actions Implemented	x	x	x	x					
	Data for IPP/Actions	x	x	x	x					
	Data Internally Monitored	x	x	x	x					
	Self Medication Objective	team ok	team ok	team ok	NA					
	Consumer informed of grievance procedure	x	x	x	x					
	SL consumer choice of SL staff	gh	gh	x	x					
	Rights Restrictions	X	na	x	NA					
CM Input	PSP/IP Checklist	x	x	x	x					
	PSP/IP Annually?	x	x	x	x					
	Individual Needs Addressed?	x	x	x	x					
	Assessment Based?	x	x	x	x					
	Quarterly Reports?	x	x	x	x					
	Incident Reports Addressed?	no	no	no	no					
	Behavioral Supports Addressed?	x	x	x	x					
	Functional Analysis Needed?	na	na	na	na					
	Free from Aversive Procedures?	yes	yes	yes	yes					
Comments: (regarding service planning and delivery) An email from the CM Supervisor earlier this year commented that quarterly reports were lagging. This has been addressed and the agency is currently submitting monthly data reports by consumer to the case managers. Data Collection: It was also noted that not all the data sheets had the year of service on them. This was corrected in last year's data sheets (to include month, day and year) but the newly developed data sheets did not have the year consistently documented. Additionally, a group of data sheets were miscopied, so even though the data was across days/weeks, the dates showed the same time frame on each sheet. CAI uses the checklist developed by HDAC to document various actions outlined in the PSP. Some data sheets consisted of a summary of the action and notation that any activities toward meeting that action should be written on the sheet or attached to the data sheet. This is a very clean way of documenting that actions and progress have occurred. In other instances, for example with weekly activities such as bowling or swimming, the check-off by that date is the basic documentation. It is not clear if this latter documentation will suffice in the event of an audit. Training on this topic will be offered by the state in June 2008 and may give a better indication of acceptable types of documentation.										QAOS0428-9 QAOS0408-7

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Residential Site Checklist: check if evidenced or mark data as appropriate								Appendix or QAOS
Site Name	day	Mtn View	MAIN	TLC-SL				
H e a l t h S a f e t y	Bathing procedures posted	NA	yes	yes	NA			
	Clean/Sanitary Environment	yes	yes	yes	yes			
	Egress	ok	ok	ok	ok			
	Hot Water Temps	scald guards at all res sites, temps all under 120						
	Emergency Assistance	yes	yes	yes	yes			
	Fire Extinguishers/smoke Detectors	yes	yes	yes	yes			
	1st Aid/CPR Supplies Accessible/Available	yes	yes	yes	yes			
	PRN Medications	protocols found in all samples, meds locked appropriately						
	Medication Procedures	protocols found in all samples, med data appeared accurate						
	Medication Locked Storage	meds were locked appropriately in all sites						
	Medication Administration Records	med data appeared accurate, meds certifications were current						
	Staff Ratios or ICP staffing	staff ratios reflected cost plans and were evenly distributed by site and day						
	Awake Overnight Staff	NA	yes	yes	NA			
	Adequate Supplies	yes	yes	yes	yes			
D a i l y	Storage of Supplies	locked	locked	locked*				
	Free from aversive procedures?	yes	yes	yes	yes			
	Weekly integrated activities	yes	yes	yes	yes			
	House or Site Rules	NA	*	*	*			
	Opp for choice, self determination	yes	yes	yes	yes			
	Meal Prep, Mealtime	NA	yes	yes	NA			
	Engagement in Daily Life	yes	yes	yes	yes			
	Participation in Daily Living Skills	yes	yes	yes	yes			
Daily Leisure Opportunities	yes	yes	yes	yes				
Staff Trained in Individual Specifics	yes	yes	yes	yes				
Comments: Menus are reviewed by a dietician with the date signed off by the GH Manager at the time of review. Several consumers noted in their surveys that they 'don't get enough say' in the menus--although it is clear that they have direct input. In follow up with consumers, this appeared to be an issue of immediacy (I want pizza tonight, not Saturday) for those who were willing to offer an opinion. During the remodeling of the downstairs at Main, there was a brief period when laundry soap/supplies were not locked up according to policy. Cabinets have been built as part of the remodel and cleaning items are locked up appropriately. There have been some noted issues with DE creating concerns for neighbors by running away and into their house. A fence has been built to slow him down, and staff are every vigilant in their attempts to keep him in check.								

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Residential Site Checklist: check if evidenced								Appendix or QAOS
Site Name	Mtn View	Main	TLC					
Transportation	Driver Orientation Program	x	x	x				
	Wheelchair tie downs	na	na	na				
	Wheelchair Lift	na	na	na				
	Driver's Licenses	x	x	x				
	Emergency Supplies	x	x	x				
	Fire Extinguisher	x	x	x				
	Transportation Log	x	x	x				
	Scheduled Maintenance Program	x	x	x				
	Training--Staff Doing Maintenance Checks	x	x	x				
	Procedures for Timely Repairs	x	x	x				
MDT inspection on file (MDT vehicles only)	na	na	na					
Comments:								
One consumer continues to have a paid job to assist in monthly vehicle detailing and maint checks.								
Comments:								

Comprehensive Evaluation
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Agency: Choteau
Evaluators: Wertz
4/28/2008

Staff Survey: check if 'met', 0 if 'unmet'								Appendix or QAOS
Staff Initials	AA	BL	SM					
APB	Allegations are reported to? (APS)	met						
	Do you notify Supervisor first? (NO)		MET	met				
	Steps to take if abuse is discovered?	met	MET	met				
	Comments:							
IPB	Suspect theft of gloves, steps to take?	met		met				
	IP/PSP requests Doctors appt		MET	met				
	No jacket, -25 consumer wants to leave	met	MET					
	Review Rts Restriction							
Comments:								
PBB	describe consumer behaviors	NA	NA					
	staff response to behaviors by plan							
	list proactive or environmental strategies							
	Comments:							
OPB	former employee wants info	met	MET					
	what is consumer information?		MET	met				
	training to meet health and safety needs?	met						
	emergency evacuation procedures?			met				
Comments:								QAOS0408-8

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Agency: Choteau
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4/28/2008

Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials		AA	BLV	SM				
B	describe procedure to assist with meds			met				
	if med is unavailable?	met						
	if gave wrong med?	met		met				
	if moving to a new place or gets new med?							
	requirement to assist with meds?							
	describe PRN or OTC is to be given		MET					
	what constitutes a med error?		MET					
Comments:								
E	steps to avoid power struggles		MET	met				
	how to respond to someone who is upset	met						
	what is you start to lose control?	met	MET	met				
	Comments:							
C	when do you fill out an incident report?	met		met				
	notifications for ER?		MET					
	consumer to consumer incidents			met				
	who writes the IR?	met	MET					
Comments:								

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Agency: Choteau 4/28/2008
Evaluators: Wertz

Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials		AA	BLV	SM				
body work	consumer destroying things		MET	met				
	staff pinches consumer back		MET					
	how do you know a support plan is needed?			met				
	Comments:							
IP/ PSP	what is IP/PSP based on?			met				
	you have an idea for an objective.....		UNMET					
	why do assessments?			met				
	How do you find out what someone would like to do?		MET					
Comments: One unmet question in that the staff did not realize they could communicate ideas for actions, needs, etc....directly to the PSP team vs following an internal chain of command.								
Comments:								

Agency: Choteau
Evaluators: Wertz 4/28/2008

Consumer Questionnaire (used by QIS). Check if evidenced. 0 if not. Bolded questions are mandatory										Appendix or QAOS
Consumer initials			**	**	**					
c o n s u m e r	Do you have nice staff at home/work?	yes	yes	YES						
	Is anyone mean to you at home/work?	NO	no	NO						
	Do you like where you live/work?		yes	YES						
	Are you ever afraid of anyone?	no	no	no						
	Someone hits/hurts you, who can you tell?	staff	you	refused						
	Does anyone talk to you about this?	yes	yes	refused						
	Can you get help when you need it?									
	from staff?									
	from Case Manager?									
	Can you get your own food/drink?									
	Do people come into your house/room w/o knocking/permission?	no								
	Do staff ever take things from you?	no								
	Can you get rides to places you need to go?	yes								
	Rides to the places you want to go?									
	Who is your Case Manager?	wayne	wayne	wayne						
Does s/he talk to you about waiver services?	yes	NR	refused							
Does s/he help you get what you need?	yes	yes	refused							
Comments: NR--no response by consumer despite prompting refused--consumer state s/he did not want to answer the question										

Agency: Choteau
Evaluators: Wertz

This form not applicable at this site review

Consumer Questionnaire (used by QIS). Check if evidenced. 0 Bolded questions are mandatory										Appendix or QAOS
Consumer initials										
S u p p o r t	Who helps this person and how?									
	Are there some staff/peers they like better?									
	Staff/peers they don't like? Why?									
	Current needs not being met?									
	Health and Safety related?									
	Who do you talk to about these concerns?									
	Does the person have input to his/her life?									
	If you have concerns, who do you talk to?									
	are they resolved?									
	What are this persons wishes/dreams?									
	is the plan moving that direction?									
	what would make things better?									
	does this person ever seem afraid?									
	are you afraid for them?									
	Does this person know how or where to report abuse?									
	who provided that training?									
	Who will the individual call or report to?									
	who provided that info?									
	Does the person have transportation to all services and places s/he would like to go?									
	who is the person's case manager?									
Does CM help the person access services?										
Does the CM explain waiver services?										
Does the person understand this info?										
Comments: This form was not necessary. Consumers were able to respond for themselves.										